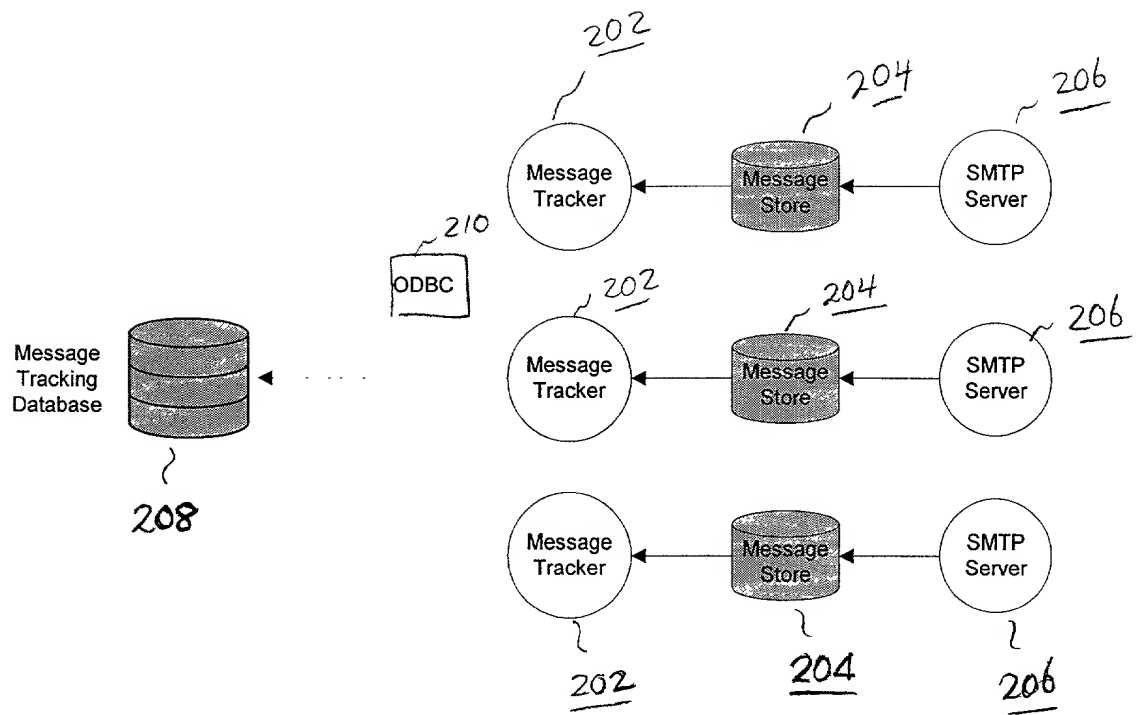


Figure 1

100



**Figure 2**

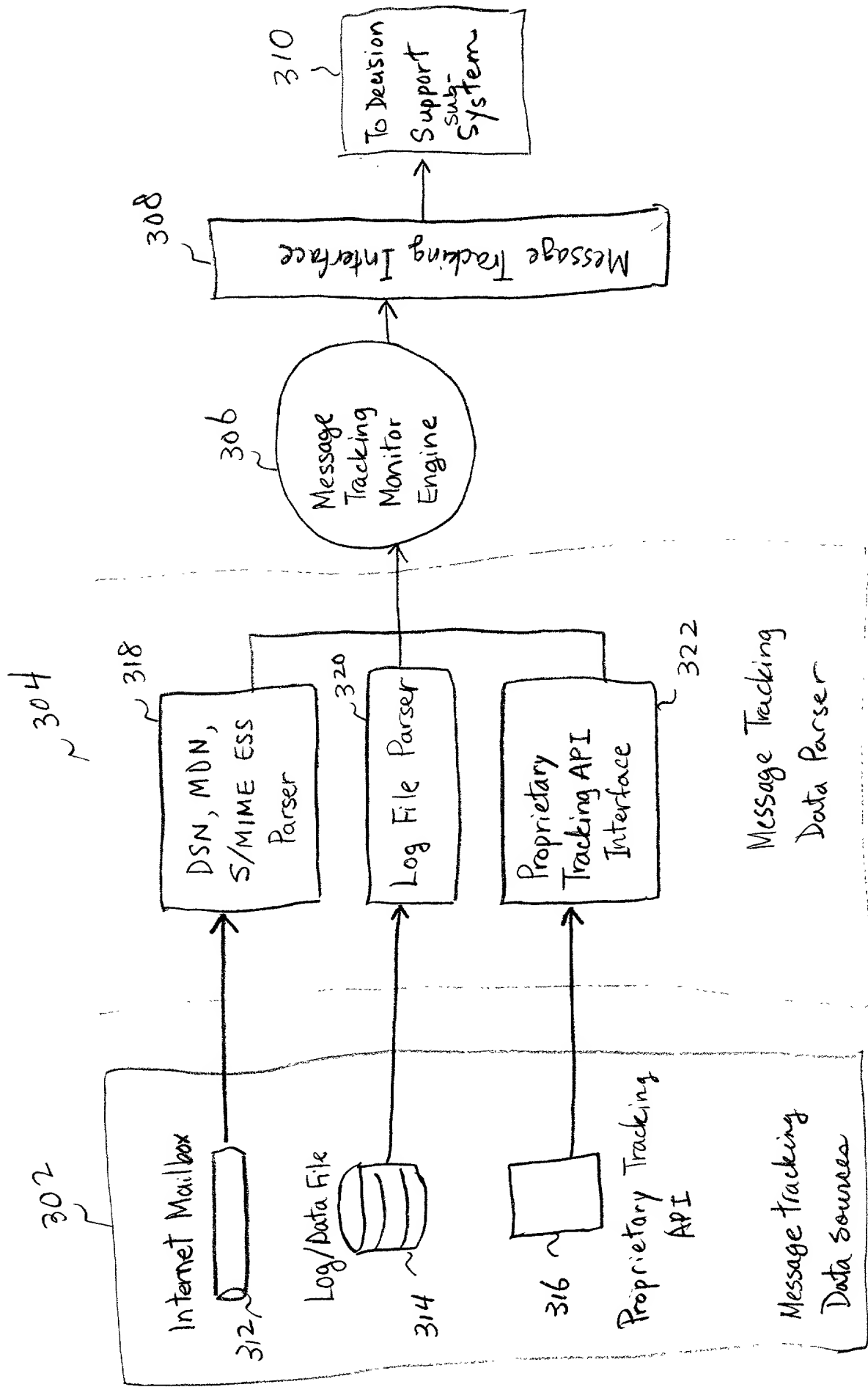


Figure 3

Figure 4 is a block diagram of a system architecture for decision support. The system includes a Message Tracking Monitor (406) that receives data from an Internet Mailbox (412), a Log/Data File (414), and a Proprietary Tracking API (416). The monitor outputs to a Message Tracking Interface (408), which connects to two Decision Support Mechanisms (410 and 412). Mechanism 410 is linked to a Decision Database (418), and Mechanism 412 is linked to a Decision Application Process (420). Both mechanisms feature a 'Pluggable' Decision Support Mechanism Interface (414).

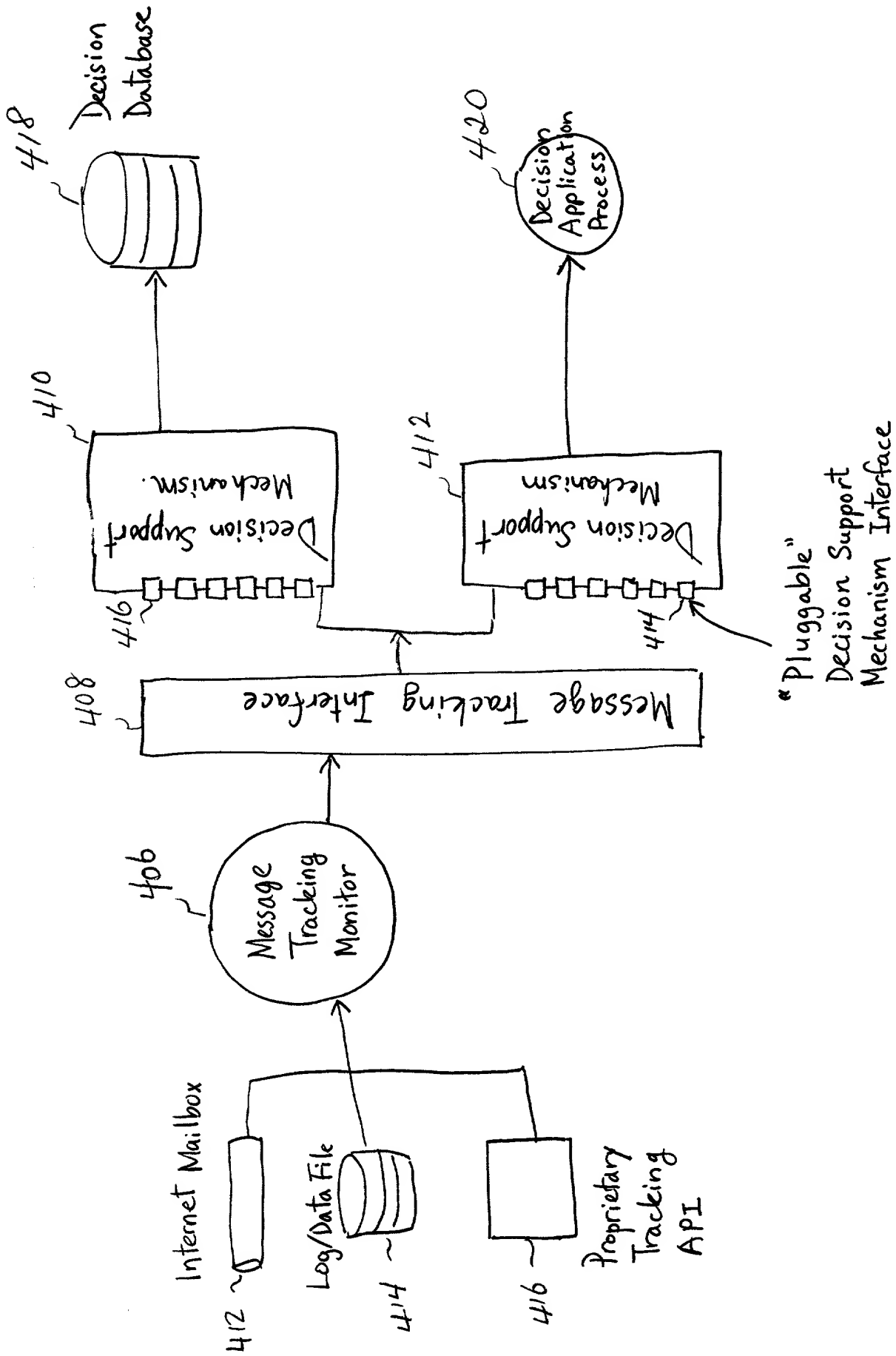


Figure 4